



**DECLARATION  
Utility Application**

As a below named inventor, I hereby declare that:

My residence, post office address and citizenship are as stated below next to my name.

I believe I am the original, first and sole inventor (if only one name is listed below) or an original, first and joint inventor (if plural names are listed below) of the subject matter which is claimed and for which a patent is sought on the invention entitled EMPLOYEE SCHEDULING AND SCHEDULE MODIFICATION METHOD AND APPARATUS, the specification of which

(Check One) ☐ is attached hereto OR  
☒ was filed on November 19, 1999 as United States Application Serial No. 09/437,833.

I hereby state that I have reviewed and understand the contents of the above-identified specification, including the claims, as amended by any amendment(s) referred to above.

I acknowledge the duty to disclose information which is material to the patentability of this application in accordance with Title 37, Code of Federal Regulations, § 1.56.

I hereby claim foreign priority benefits under Title 35, United States Code § 119(a)-(d) or § 365(b) of any foreign application(s) for patent or inventor's certificate, or § 365(a) of the PCT international application which designated at least one country other than the United States of America, listed below and have also identified below, by checking the box, any foreign application for patent or inventor's certificate, or of any PCT international application having a filing date before that of the application on which priority is claimed.

Prior Foreign Application Number(s)	Country	Date of Filing	Priority Claimed	
			Yes	No

I hereby claim the benefit under Title 35, United States Code § 119(e) of any United States provisional application(s) listed below.

Application Number(s)	Filing Date

I hereby claim the benefit under Title 35, United States Code, § 120 of any United States application(s), or §365(c) of any PCT international application designating the United States of America, listed below and, insofar as the subject matter of each of the claims of this application is not disclosed in the prior United States or PCT international application in the manner provided by the first paragraph of Title 35, United States Code, § 112, I acknowledge the duty to disclose information which is material to patentability as defined in Title 37, Code of Federal Regulations 1.56 which became available between the filing date of the prior application and the national or PCT international filing date of this application.

U.S. Parent Application Number	PCT Parent Number	Parent Filing Date	Status-Patented, Pending or Abandoned

I further declare all statements made herein of my own knowledge are true and that all statements made on information and belief are believed to be true; and further that these statements are made with the knowledge that willful false statements and the like so made are punishable by fine or imprisonment, or both, under Title 18, United States Code, § 1001 and that such willful false statements may jeopardize the validity of the application or any patent issuing thereon.

201	FULL NAME OF INVENTOR	FIRST name Mark	MIDDLE initial J.	LAST name Pettay	
	RESIDENCE & CITIZENSHIP	City Omaha	State or Foreign Country Nebraska		Country of Citizenship USA
	POST OFFICE ADDRESS	16642 Frederick Circle		City Omaha	State Nebraska      Zip Code 68130
INVENTORS SIGNATURE <u><i>Mark J. Pettay</i></u> Date <u>8/23/02</u>					

202	FULL NAME OF INVENTOR	FIRST name Jacqueline	MIDDLE initial L.	LAST name Reeves	
	RESIDENCE & CITIZENSHIP	City Omaha	State or Foreign Country Nebraska		Country of Citizenship USA
	POST OFFICE ADDRESS	4041 North 117 <sup>th</sup> Street		City Omaha	State Nebraska      Zip Code 68164
INVENTORS SIGNATURE <u><i>Jacqueline L. Reeves</i></u> Date <u>8/27/02</u>					

203	FULL NAME OF INVENTOR	FIRST name Jill	MIDDLE initial M.	LAST name Vacek	
	RESIDENCE & CITIZENSHIP	City Blair	State or Foreign Country Nebraska		Country of Citizenship USA
	POST OFFICE ADDRESS	10785 County Road 34		City Blair	State Nebraska      Zip Code 68008
INVENTORS SIGNATURE <u><i>Jill M. Vacek</i></u> Date <u>8/26/02</u>					



PAT-005

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:

**Cook, C. T., et al.**

Serial No.: **09/437,833**

Filed: **November 9, 1999**

For: **EMPLOYEE SCHEDULING AND  
SCHEDULE MODIFICATION  
METHOD AND APPARATUS**

) Group Art Unit: 2163

) Examiner: Irshadullah, M.

**RECEIVED**  
OCT 17 2002  
**GROUP 3500**

**PETITION TO CORRECT INVENTORSHIP UNDER 37 CFR § 1.48(a)**

Commissioner for Patents  
Washington, D.C. 20231

Sir:

Applicant, pursuant to 37 CFR § 1.48(a), hereby petitions to correct the inventorship in the above-identified patent application by adding the following person as an inventor:

**Mark J. Pettay**

and by removing the following person as an inventor:

10/16/2002 MMEK0NEN 00000027 09437833

**Cameron T. Cook**

01 FC:1460

130.00 OP

**CERTIFICATE OF MAILING**  
(37 C.F.R. §1.10)

I hereby certify that this paper (along with any referred to as being attached or enclosed) is being deposited with the United States Postal Service on the date shown below with sufficient postage as 'Express Mail Post Office To Addressee' in an envelope addressed to the Commissioner for Patents, Washington, D.C. 20231.

**EE 896613106 US**

Express Mail Label No.

**10-11-02**

Date of Deposit

**Michele A. Zarinelli**

Name of Person Mailing Paper

**Michele A. Zarinelli**

Signature of Person Mailing Paper

Mark J. Pettay was erroneously omitted as inventors from this application when it was filed on November 19, 1999. This petition is supported by the statements of Cameron T. Cook and Mark J. Pettay, attached hereto as Exhibits A and B, respectively, the accompanying declaration of the inventors, the fee set forth in 37 CFR § 1.17(i), and the written consent of the assignee, West Teleservices Holding Company, attached hereto as Exhibit C.

Respectfully submitted,

WEST CORPORATION

Dated: 26 AUG 02

By: 

Rocco L. Adornato  
Reg. No. 40,480

11808 Miracle Hills Drive  
Omaha, Nebraska 68154  
(402) 965-7170



PAT-005

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:

**Cook, C. T., et al.**

Serial No.: **09/437,833**

Filed: **November 9, 1999**

For: **EMPLOYEE SCHEDULING AND  
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METHOD AND APPARATUS**

) Group Art Unit: 2163

) Examiner: Irshadullah, M.

REC-11  
OCT 15 2002  
GROUP 3600

**WRITTEN CONSENT OF ASSIGNEE UNDER § 3.73(b)**

Commissioner for Patents  
Washington, D.C. 20231

Sir:

1. I am Thomas B. Barker, President of West Teleservices Holding Company, a Nebraska corporation having its principal place of business at 11808 Miracle Hills Drive, Omaha, Nebraska.

2. West Teleservices Holding Company hereby consents to the change in inventorship of U.S. Patent Application Serial No. 09/437,833 as set forth in the accompanying Petition to Correct Inventorship under 37 CFR § 1.48(a).

**CERTIFICATE OF MAILING**  
(37 C.F.R. §1.10)

I hereby certify that this paper (along with any referred to as being attached or enclosed) is being deposited with the United States Postal Service on the date shown below with sufficient postage as 'Express Mail Post Office To Addressee' in an envelope addressed to the Commissioner for Patents, Washington, D.C. 20231.

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10-11-02  
Date of Deposit

Michele A. Zarinelli  
Name of Person Mailing Paper  
Michele A. Zarinelli  
Signature of Person Mailing Paper

3. West Teleservices Holding Company hereby certifies that it is the assignee of the entire right, title and interest in U.S. Patent Application Serial No. 09/437,833 by virtue of an assignment from the inventor named in U.S. Patent Application Serial No. 09/437,833. The assignment was recorded in the Patent and Trademark Office on February 1, 2000 at Reel 010532, Frame 0090. Photocopies of the assignment and USPTO Notice of Recordation are attached to this Statement. I have reviewed all documents in the chain of title of the patent application and patent identified above and, to the best of my knowledge and belief, title is in the assignee identified above. I am President of West Teleservices Holding Company and empowered to sign this certificate on behalf of the assignee.

4. I hereby declare that all statements made herein of my own knowledge are true, and that all statements made on information and belief are believed to be true; and further, that these statements are made with the knowledge that willful false statements, and the like so made, are punishable by fine or imprisonment, or both, under Section 1001, Title 18 of the United States Code, and that such willful false statements may jeopardize the validity of the application or any patent issuing thereon.

Dated: 1/23/02


By:   
Name: Thomas B. Barker  
Title: President



EXHIBIT A

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:

**Cook, C.T., et al.**

Serial No.: **09/437,833**

Filed: **November 9, 1999**

For: **EMPLOYEE SCHEDULING AND  
SCHEDULE MODIFICATION  
METHOD AND APPARATUS**

)  
) Group Art Unit: 2163

)  
) Examiner: Irshadullah, M.

**RECEIVED**  
OCT 17 2002  
**GROUP 3500**

**STATEMENT OF CAMERON T. COOK IN SUPPORT**

**OF PETITION TO CORRECT INVENTORSHIP UNDER 37 CFR § 1.48(a)**

Commissioner for Patents  
Washington, D.C. 20231

Sir:

1. I am Cameron Todd Cook, a U.S. citizen, residing at 4309 North 139<sup>th</sup> Avenue, Omaha, Nebraska 68164. I make this statement in support of the accompanying petition to correct inventorship under 37 CFR § 1.48(a).

2. An error has occurred in the inventorship of the above-identified U.S. Patent Application (Appln. Serial No. 09/437,833) in that my name was

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**CERTIFICATE OF MAILING**  
(37 C.F.R. §1.10)

I hereby certify that this paper (along with any referred to as being attached or enclosed) is being deposited with the United States Postal Service on the date shown below with sufficient postage as 'Express Mail Post Office To Addressee' in an envelope addressed to the Commissioner for Patents, Washington, D.C. 20231.

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Michele A. Zarinelli  
Name of Person Mailing Paper

Michele A. Zarinelli  
Signature of Person Mailing Paper

erroneously listed as an inventor. The inventorship error of including my name as an inventor of the above-identified U.S. Patent Application occurred without any deceptive intent on my part.

3. I further declare that all statements made based on my knowledge are true and that statements made on information and belief are believed to be true; and further, that these statements were made with the knowledge that willful false statements and the like so made are punishable by fine or imprisonment, or both, under § 1001 of Title 18 of the United States Code, and that such willful false statements may jeopardize the validity of the application or any patent issuing thereon.

Dated: Aug 27, 2002

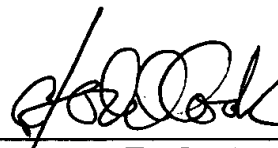
  
\_\_\_\_\_  
Cameron T. Cook





EXHIBIT B

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:

**Cook, C.T., et al.**

Serial No.: **09/437,833**

Filed: **November 9, 1999**

For: **EMPLOYEE SCHEDULING AND  
SCHEDULE MODIFICATION  
METHOD AND APPARATUS**

)  
) Group Art Unit: 2163

)  
) Examiner: Irshadullah, M.

**RECEIVED**  
OCT 17 2002  
**GROUP 3600**

**STATEMENT OF MARK J. PETTAY IN SUPPORT**

**OF PETITION TO CORRECT INVENTORSHIP UNDER 37 CFR § 1.48(a)**

Commissioner for Patents  
Washington, D.C. 20231

Sir:

1. I am Mark J. Pettay, a U.S. citizen, residing at 16642 Frederick Circle, Omaha, Nebraska 68130. I make this statement in support of the accompanying petition to correct inventorship under 37 CFR § 1.48(a).

**CERTIFICATE OF MAILING**  
(37 C.F.R. §1.10)

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EE 896613106 45  
Express Mail Label No.

10-11-02  
Date of Deposit

Michele A. Zarinelli  
Name of Person Mailing Paper

Michele A. Zarinelli  
Signature of Person Mailing Paper

2. An error has occurred in the inventorship of the above-identified U.S. Patent Application (Appln. Serial No. 09/437,833) in that my name was erroneously omitted as an inventor. The inventorship error of failing to include my name as an inventor of the above-identified U.S. Patent Application occurred without any deceptive intent on my part.

3. I further declare that all statements made based on my knowledge are true and that statements made on information and belief are believed to be true; and further, that these statements were made with the knowledge that willful false statements and the like so made are punishable by fine or imprisonment, or both, under § 1001 of Title 18 of the United States Code, and that such willful false statements may jeopardize the validity of the application or any patent issuing thereon.

Dated: 8/23/03

  
Mark J. Pettay